TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility
Division of Health Care Financing

BHCE/BWP OPERATIONS MEMO					
No:	04-41				
DATE:	08/02/2004				
FS	☒	**MA**	☒	**SC**	☐
CTS	☐	**CC**	☒	**W-2**	☒
FSET	☐	**EA**	☐	**CF**	☐
JAL	☐	**JC**	☐	**RAP**	☐
WIA	☐	**WtW**	☐		
Other EP	☐★				
PRIORITY: HIGH					

SUBJECT: **Adding Change Center Functionality to CARES Screen AGEV**

CROSS REFERENCE: Operations Memo 04-22

EFFECTIVE DATE: August 6, 2004

PURPOSE

This memo describes a change made to CARES verification request screen, AGEV. This change allows workers in certain county agencies with Change Centers, the ability to designate whether the EVF-E or H forms and related CMEV/alerts are sent to a Change Center or to the primary worker for the case for processing.

BACKGROUND

When additional information is needed to verify earnings or access to health insurance, as reported to the agency, a Verification Request is generated by CARES and indicated on screen AGEV. On this screen, the request is made to generate and send the Employer Verification of Earnings (EVF-E) or Health Insurance (EVF-H) forms to the recipient. This process occurs automatically during the New Hire Auto Update process or manually by a worker. The return address on the form is that of the worker and agency that requested the information.

Many counties are creating Change Centers to handle the processing of changes reported by recipients. It has been requested by some counties with Change Centers to have the ability to have the EVF-E and H forms and related CMEV/alerts sent to Change Center staff and not the primary worker for the case.   This change is being implemented in an effort to enhance the effectiveness of the Change Centers.

CARES CHANGE

Effective August 6, 2004, a new question will appear on CARES screen AGEV to indicate if the EVF-E and H forms and CMEV/alerts should be returned to and processed by the agency's Change Center.

Example 1

```
AGEV   EMPL/INSUR VERIFICATION CHECKLIST/EXTENSION REQUEST  08/01/04 14:32
 CASE: 6000529961                              WORKER: XCTG04    XCTG04 P KIERN
                                        CASE STATUS: PENDING CASE MODE: INTAKE


 ① CHANGE CENTER PROCESS?: Y
                              ②                                     VERIF
 SL  SSN          EMP NAME    CHAN FORM ASSISTANCE        VERIF    EXTENDED GEN
 NUM NAME         EMP BEG DT  PRO? SENT GROUPS            DUE DATE DUE DATE EVF

 01  125-47-7801  POPPY SEEDS __   __  BC,MA              09 02 04 __ __ __   B
     TINA CLOVER  04-01-2004
```

① **CHANGE CENTER PROCESS?**

The default value for this field will be blank and can only be updated by a worker who is in a Change Center agency, which has chosen to use this option. This is a mandatory field and the worker in the Change Center agency must complete this field when an EVF-E or H is triggered. An entry of <Y> tells CARES to send the EVF-E or H and related CMEV/alerts for all individuals in the case to the Change Center ID for processing. A <N> will tell CARES to send the EVF-E or H and related alerts to the primary worker for the case.

If the worker is not in a Change Center agency, the field will be protected and not updateable.

> **NOTE** ➢Remember only workers in a Change Center agency, which has chosen to use this option, will be able to update this field**.**

② **CHAN PRO?**

This field is informational only and will display <Y> when the Change Center was selected to process changes or <N> when the primary worker was chosen.   No entries will appear for agencies that do not have a Change Center.

Example 1A below shows what AGEV will look like when <Y> has been entered in the CHANGE CENTER PROCESS? field, the EVF-E or H requested and the worker has hit enter to move off the screen.

EXAMPLE 1A

```
AGEV   EMPL/INSUR VERIFICATION CHECKLIST/EXTENSION REQUEST  08/01/04 14:32
 CASE: 6000529961                              WORKER: XCTG04   XCTG04 P KIERN
                                       CASE STATUS: PENDING CASE MODE: INTAKE


 ①  CHANGE CENTER PROCESS?:  __
                        ②                                      VERIF
 SL  SSN             EMP NAME    CHAN FORM ASSISTANCE      VERIF    EXTENDED GEN
 NUM NAME            EMP BEG DT  PRO? SENT GROUPS          DUE DATE DUE DATE EVF

 01  125-47-7801    POPPY SEEDS   Y    B   BC,MA           09 02 04 __ __ __  _
     TINA CLOVER    04-01-2004
```

Example 2 below shows what AGEV will look like when a request for verification of earnings/access to health insurance is made for another person in the household after the initial request is made.   When SFED/SFEX is run, AGEV will display for the second individual and the CHANGE CENTER PROCESS? field will again be updateable. A <Y> entry made at this time will send the EVF-E or H and related CMEV/alerts, <u>for all individuals in the case</u>, to the Change Center ID. A <N> entry will tell CARES to send that information to the primary worker for processing for both individuals.

Example 2

```
AGEV   EMPL/INSUR VERIFICATION CHECKLIST/EXTENSION REQUEST  08/01/04 14:32
 CASE: 6000529961                              WORKER: XCTG04   XCTG04 P KIERN
                                       CASE STATUS: PENDING CASE MODE: INTAKE


 ①  CHANGE CENTER PROCESS?: N
                        ②                                      VERIF
 SL  SSN             EMP NAME    CHAN FORM ASSISTANCE      VERIF    EXTENDED GEN
 NUM NAME            EMP BEG DT  PRO? SENT GROUPS          DUE DATE DUE DATE EVF

 01  125-47-7801    POPPY SEEDS  Y    B   BC,MA            09 02 04 __ __ __  _
     TINA CLOVER    04-01-2004

 02  365-21-4014    FUN HOUSE    _    B   BC,MA            09 10 04 __ __ __  B
     SAM CLOVER     07-01-2004
```

The CHAN PRO? field is case specific, which means an entry in the field effects <u>all</u> AGEV requests in the case. An entry of <N> will effect the earlier request, changing that request from the original <Y> response to <N>. Both entries in the CHAN PRO? fields are changed to <N> because the last request was <N>.

Example 2A shows what AGEV would look like if the worker made this request. Changing the last request to <N> can not change the original letters that were mailed to the recipient, but the CMEV/alerts will now go to the primary worker for the case and no longer be sent to the Change Center ID.

EXAMPLE 2A

```
AGEV   EMPL/INSUR VERIFICATION CHECKLIST/EXTENSION REQUEST  08/01/04 14:32
 CASE: 6000529961                          WORKER: XCTG04    XCTG04 P KIERN
                                        CASE STATUS: PENDING CASE MODE: INTAKE


 ①  CHANGE CENTER PROCESS?:  _
                        ②                                            VERIF
 SL  SSN              EMP NAME   CHAN FORM ASSISTANCE      VERIF   EXTENDED GEN
 NUM NAME             EMP BEG DT PRO? SENT GROUPS          DUE DATE DUE DATE EVF

 01  125-47-7801      POPPY SEEDS N   B   BC,MA            09 02 04 __ __ __  _
     TINA CLOVER      04-01-2004

 02  365-21-4014      FUN HOUSE   N   B   BC,MA            09 10 04 __ __ __   _
     SAM CLOVER       07-01-2004
```

CMEV

```
CMEV                  EMPLOYER VERIFICATION PAST DUE        07/30/04 13:58
                                          WORKER: XCTE98    XCTE98 L TEUBERT

                                                       ①
   SEL    CASE        SL     EMP    VERIF    VERIF/EXT  CHANGE CENTER
                      NUM    SEQ    TYPE     DUE DATE     PROCESS

   _      6000529961  01     05      E       09 02 04        N
   _      6000529961  02     06      E       09 10 04        N








NEXT TRAN: ____      PARMS: _____
```

① CHANGE CENTER PROCESS – This display only field has been added to CMEV to indicate who was designated to process the changes entered.

CHANGE CENTER AGENCIES

Each Change Center county that requests one, will be issued a default Change Center ID where the CMEV/alerts will be sent. These IDs can be identified on CARES reference table, TNCS.

To access and process overdue employment verification, the Change Center worker(s) will enter the tran code CMEV with the Change Center ID in the parm field. All overdue employment verifications will display; the Change Center worker can select a case for processing, enter NV/QV in the appropriate verification field, run SFED/SFEX and complete the process.

To process alerts that are sent to the default Change Center ID, the Change Center worker(s) will enter the default ID in the USERID field on CMCR. CMWA will display all alerts for that Change Center. The worker can then select an alert for processing.

Direct requests for a Change Center ID to:
Evie Ryan-Tondryk
RyanER@dhfs.state.wi.us
608-261-6862

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/JE